

Mini-Class on the Web (MCOW):

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Plate and Fee to Owner Legislative Updates

December 15, 2004

1204

15 Minutes

### **Introduction**

Effective January 1, 2005, pursuant to Laws 2004, Chapter 333, the following Plate and Fee to Owner changes will affect credit, refunds and license plates in the following manner:

- Reduces the minimum eligibility requirement for a refund from an amount over \$350.00 to an amount over \$12.00.
- Requires that any creditable fees and taxes remaining from a plate credit transfer to another vehicle be automatically refunded to the customer. "One More Time" credit will be eliminated.
- Requires all plate refund requests to be completed electronically through the EZPlate Refund application, through ServiceArizona.com, by mail to the Motor Vehicle Division (MVD), or at an Authorized Third Party Provider (ATP). **MVD field offices cannot process these plate refunds over the counter.**
- Changes the fees charged for a plate credit transfer or refund to the following:
  - There is no longer a transfer fee (TRN) charged to transfer a standard plate to another vehicle
  - There is now a \$12.00 processing fee (PRC) charged to apply a plate credit or to process a plate refund
  - The \$12.00 transfer fee (TRN) for a personalized plate, special plate or permanent trailer plate will still apply

**Note:** If the customer has a standard plate with no available credit, the plate can still be transferred and no processing fee (PRC) or transfer fee (TRN) will be charged.

The Plate and Fee to Owner changes included new screens and/or fields in the following transactions QVFEE, QVREG, MVREG, QVPLT, MVPLT and the EVFEE for the transactions EVREG, MVRAT and MVFTP. Additional information and screens of the changes are displayed in Q10 of this manual.

### **Frequently Asked Questions**

#### **Q1. What is plate and fee to owner?**

**Answer:** The license plate stays with the owner when the vehicle is sold or transferred. The owner has 30 days to take one of the following actions:

- Transfer the plate to another vehicle
- or
- Request a refund

**Q2. What fees qualify for credit?**

**Answer:** Credit is allowed on fees and taxes paid for the following:

- Vehicle License Tax (VLT)
- Commercial Registration Fee (CRF)
- Weight Fee (WGT)
- Motor Carrier Fee (MCF)
- Special Plate Fee (SPL)

**Q3. How does a customer qualify for a plate refund?**

**Answer:** The customer must complete all of the following:

- Sell or otherwise transfer ownership of the vehicle
- Submit a refund application electronically through ServiceArizona, by mail to MVD, or at an Authorized Third Party Provider
- Agree to allow MVD to deduct a \$12.00 processing fee from the refund
- Surrender the license plate to MVD or an Authorized Third Party Provider or submit an affidavit of plate destruction (Plate Notice form #48-3302) When requesting a plate refund through ServiceArizona, customers will complete a certification statement in lieu of a Plate Notice form.

**Q4. Can a customer who had an initial plate credit record prior to January 1, 2005, qualify for a refund?**

**Answer:** Yes, however the plate credit balances will continue to reduce monthly (decrement) until the customer applies for a refund.

**Q5. Can a customer who had a plate credit record in a “One More Time” status apply for a refund?**

**Answer:** No, the credit must be used for that vehicle’s next registration renewal only.

**Q6. What happens if a customer has more credit than what is applied at the time of transfer?**

**Answer:** Effective January 1, 2005, plate credit will no longer go into a “One More Time” status. After the initial plate credit is applied, any remaining creditable fees will automatically be refunded and mailed to the customer(s) on record. No further action will be required of the Customer Service Representative (CSR) beyond the standard procedures for applying the initial credit. No additional processing fee will be assessed for these types of refunds.

**Q7. Can a customer request a refund at an MVD office?**

**Answer:** The MVD offices can only process a refund request when the CSR is transferring the customer’s plate to another vehicle. The refund requested will be mailed to the customer and not issued over the counter.

**Q8. How long will the customer have to wait for a plate refund check?**

**Answer:** Refund checks will be mailed to the customer within 10 to 14 business days from either, the date they requested the refund electronically through ServiceArizona or an Authorized Third Party Provider or the date the MVD Refund Unit processed their mail-in refund request.

**Q9. Is a customer eligible for a refund if they are moving out of state?**

**Answer:** No, leaving the state does not qualify the customer for a plate refund.

**Q10. What screens and/or Transactions have changed on the database?**

**Answer:** This will change the QVFEE, QVREG, MVREG, QVPLT, and MVPLT. The fee screen EVFEE for the transactions EVREG, MVRAT and MVTFP have also changed. Below are the screens with information on the changes.

**Note:** All training manuals are in the process of the being updated with the PFTO changes.

When applying a plate credit add the PRC fee to the transaction. The PRC fee is only deducted from the credit when requesting a refund.

**QVFEE SCREEN**

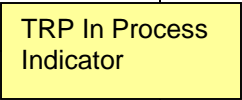
There is now a \$12.00 processing fee (PRC) charged to apply a plate credit or to process a plate refund

QVFEE		VEHICLE FEE CALCULATION			11/29/2004	15:30:37
FLP	019729					
MO/YFR	01 2000		GROSS	INIT CR	UNAPPL CR	
REG. EFF DATE	01 2005	VL	140.95	310.34	169.39	
EXP DATE	12 2005					
GVW		CRF	.00	.00	.00	
MCF REDUCED	N					
MCF EXEMPT	N	WGT	.00	.00	.00	
FOR HIRE	N					
FARM VEHICLE	N	MCF	.00	.00	.00	
ALT FUEL	N					
PERM TRL	N CAT NEW/YR	REG	8.00	PRC 12.00		
NON-PERM TRL	N		NET CREDIT	298.34		
APPORTN FAC 1.000000	MODEL YR	USE	.00	.00	.00	
EXEMPTION	# OWNERS	# ELIGIBLE OWNERS			REG. MONTHS 12	
01 NON GOV EMR(05)	04 CHURCH(62)	07 N/P SCHOOL(62)	10 LEASD SCH BUS(76)			
02 TRIBAL MBR(57)*	05 MILITARY(62)*	08 PUB HEALTH(62)*	11 VA GRANT(84)			
03 VETS 100%(61)	06 NONPROFIT(62)	09 SOC SECURITY(62)*				
CREDIT PLATE # 001GVR						
CREDIT EFF DATE 01 2005						
TRAN	TEXT					
QVFEE SUCCESSFULLY COMPLETED						

New Processing Fee

## QVREG SCREEN

If the motor vehicle dealer selected to apply plate credit during the TRP issuance, the record will be flagged with a “Y” (Yes) in the TRP IN PROG field of the QVREG screen. This indicator will only prevent a refund from occurring for that plate.

ARIZONA MOTOR VEHICLE RECORD AS OF 11/29/2004 SEQ 08180449			
022MVP -001	055A651 CAT A VIN 1GCEK19T5YE251968		
CHEV 12PU 2000	MO/YFR JAN 2000	EFFDT APR 2004	EXP DEC 15 2004
VMO K1500 FLP 019729	GVW 000000 F G	ODMR 0057934	CODE A CREDIT Y
SC 25 81	AV 004368 INS BY		
TC 64 44 66 44 64 PRD	FNED	RACF MV630154 MV630275	
B/D 04062004	BCH 256M OF 1354	DCR 07042004 00	DPR 05042004 00
D01256231 I B JOHN,Q,PUBLIC			
1422 N DIANE		OEN	
MESA	AZ 85203	REG CNTY 07	1 YEAR REG
COMMENTS			
	TRP IN PROG		
	AXLES 00 UNLADEN 00000		
	SARWGTDT		
TTL NO 256M004097005 ST	AZ PDT 04062004	FILM E097256M01 BTP	IDT 04062004
PR TTL 326M004048062 ST	AZ PDT 02172004	FILM E048326M19	OTC
LIEN CUST NBR E00114106 O AMT DT 03132004 L/S			
ONYX ACCEPTANCE CORP 27051 TOWNE CENTRE DR		FOOTHILL RANCH J CA 92610	
EMSTYP IL ITDT 04062004 FLAG		PDT 04062004 RSLT E1 AREA A EMSEXP 12152004	
PRI S264706 -035			
TRAN	TEXT V 1GCEK19T5YE251968		

When applying a plate with available credit using the transaction MVREG, the new PRC field will display as a negative fee, but the \$12.00 PRC is added to the NET DUE fees and not deducted from the creditable fees.

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TRAN          TEXT V 1GCEK19T5YE251968
CURRENT TRAN  MVREG2                                MVREG
IF YOU WISH TO ACCEPT THESE CALCULATIONS, ENTER "Y" AND HIT ENTER

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## QVPLT PLATE CREDIT RECORD (Screen 1)

QVPLT has been expanded to two screens. A new message at the bottom of the initial plate credit screen is displayed when credit is available. The new processing fee (PRC) will be deducted from the available credit.

QVPLT		PLATE CREDIT DETAIL		12/13/2004 11:52:42	
LIC 357MME	PK 001	CURR VIN		SEQ	
PLT STAT I	INITIAL	ORIG VIN 1J4FY49S3VP504680		SEQ 07476226	
		REF PLATE EXP	02282005	MORE:*	
B12008202 I	JOHN,Q,PUBLIC	OR	CR EFF		
B13100277 I	JANE,ELLEN,PUBLIC		CR APPL		
			U/C APPL		
			SARWGTDE		
			FNED		
			REFUND	EFF	
		REG PERIOD	1	CO 07	
		RELINQUISH			
		FLEET NO			
S/C	81				
COMMENTS					
FEE	ORIG	MNTH	AVAIL	REM UNAPP	REFUND
VL	96.86	12	16.14	2	
CRF					
WGT					
MCF					
UTX					
TOT	96.86		16.14		
TRAN		TEXT L	357MME		
CREDIT PLATE NUMBER FOUND - PRC FEE WILL BE DEDUCTED FROM AVAIL CREDIT					

If credit is available – see new message.

## QVPLT INITIAL PLATE CREDIT RECORD (Screen 2)

The newly added second page screen displays the following fields.

- a. LIC
- b. PK
- c. PLT STAT
- d. TRP IN PROGRESS
- e. REFUND INFORMATION
- f. MAILING ADDRESS
- g. SURR/AOD DATE (the date the plate is surrendered or an affidavit of destruction (AOD) has been submitted)
- h. BUSINESS DATE
- i. ARMANI OFFICE
- j. ARMANI BATCH
- k. TARGATS CLAIM
- l. TARGATS CHECKS
- m. DEALER NUMBER

QVPLT	PLATE CREDIT REFUND	12/13/2004 11:53:51
LIC 357MME    PK 001		
PLT STAT I    INITIAL		
TRP IN PROGRESS		
REFUND INFORMATION		
MAILING ADDRESS		
SURR/AOD DATE		
BUSINESS DATE		
ARMANI OFFICE		
ARMANI BATCH		
TARGATS CLAIM		
TARGATS CHECKS		
DEALER NUMBER		
TRAN	TEXT L 357MME	

Second page will display refund processing fields and TRP In Progress.

# **FEE SCREENS FROM EVREG, MVRAT OR MVTFP (With processing fee and credit)**

The new (PRC) field will display with available credit in the EVFEE screen for transactions EVREG, MVRAT and MVTFP. When applying a plate with available credit the new PRC field will display as a negative fee, but the \$12.00 PRC is added to the NET DUE fees and not deducted from the creditable fees.

REG	8.00	AQCF	0.25		
EIF	0.00	DSL	0.00		B/D 12132004
TRN	0.00				BCH 600M
AQF	1.50				CNTY 0007
PST	0.00				
PEN	0.00				
LOP	0.00				
SNO	0.00				
DOR	0.00				
TTL	4.00				
				CREDIT EFFECTIVE DATE:	JAN 2005
SPL	0.00	PRC	-12.00		
VLT	828.74		86.09		742.65
CRF	0.00		0.00		0.00
WGT	0.00		0.00		0.00
MCF	0.00		0.00		0.00
UTX	0.00		0.00		0.00
GROSS	842.49	CREDIT	74.09	NET DUE	768.40
PG1/2?					
FEES RECALCULATED, DO YOU WANT TO ACCEPT? "Y"					
TRAN MVTAP TEXT V SAJEA01U04HN08161					
CURRENT TRAN EVFEE EVFEE					
MVAAD					



## FEE SCREENS FROM EVREG, MVRAT OR MVTFP (Without processing fee or available credit)

The new (PRC) field will display in the EVFEE screen for transactions EVREG, MVRAT and MVTFP. If a plate is transferred with no available credit, the system will not display fees in the PRC or credit fields on the screen.

If no credit is available on the plate credit, there is no PRC fee displayed or charged.

REG	8.00	AQCF	0.25	
EIF	12.50	DSL	0.00	
TRN	0.00			B/D 12132004
AQF	1.50			BCH 600M
PST	0.00			CNTY 0007
PEN	0.00			
LOP	0.00			
SNO	0.00			
DOR	0.00			
TTL	4.00			
SPL	0.00	PRC	0.00	▼ CREDIT EFFECTIVE DATE: JAN 2005
VLT	250.00		0.00	250.00
CRF	0.00		0.00	0.00
WGT	0.00		0.00	0.00
MCF	0.00		0.00	0.00
UTX	0.00		0.00	0.00
GROSS	276.25	CREDIT	0.00	NET DUE 276.25

PG1/2?

FEES RECALCULATED, DO YOU WANT TO ACCEPT? "Y"

TRAN MVTAP TEXT T 600M004348002

CURRENT TRAN EVFEE EVFEE

IF YOU WISH TO ACCEPT THESE CALCULATIONS, ENTER "Y" AND HIT ENTER

### Q11. How do you know if a refund was issued?

**Answer:** Query the plate number with QVPLT and look for a history record that display “Y” (Yes) a refund was processed. The first page of the screen will display the owner(s) of the plate and who will be receiving the refund. Second page displays mailing address (if different from customer), date refund was processed and accounting information.

### HOW TO READ A REFUND PLATE CREDIT RECORD

QVPLT		PLATE CREDIT DETAIL		12/13/2004 12:08:38	
LIC 400MME	PK 001	CURR VIN		SEQ	
PLT STAT H	HISTORY	ORIG VIN	YS3FD45Y941017182	SEQ 05778720	
D03217718 I	JOHN,Q,PUBLIC	REF	PLATE EXP	04302005	MORE:*
D00388388 I	JANE,A,PUBLIC	OR	CR EFF		
		X	CR APPL		
			U/C APPL		
			SARWGTDT		
			FNED		
			REFUND	Y	EFF 012005
			REG PERIOD	1	CO 07
			RELINQUISH		
			FLEET NO		
S/C 81					
COMMENTS					
FEE	ORIG	MNTH	AVAIL	REM UNAPP	REFUND
VL	507.11	12			169.04
CRF					
WGT					
MCF					
UTX					
TOT	507.11				
TRAN					
CREDIT	PLATE	NUMBER	FOUND		

X next to REF indicates whom the check was issued too. Example: Two owners on record but only one owner is indicated to receive a refund.

Refund Amount

Customer will receive a check for 157.04.

QVPLT		PLATE CREDIT REFUND		12/13/2004 12:10:03	
LIC 400MME	PK 001				
PLT STAT H	HISTORY				
TRP	IN	PROGRESS			
REFUND	INFORMATION				
MAILING	ADDRESS				
123 E MAIN STREET					
PHOENIX	AZ 85007				
SURR/AOD	DATE	12132004			
BUSINESS	DATE	12132004			
ARMANI	OFFICE	01360			
ARMANI	BATCH	600M			
TARGATS	CLAIM	8804191			
TARGATS	CHECKS	1			
DEALER	NUMBER				
TRAN					
TEXT	L 400MME				

Check was mailed to this address but not changed on MVD's system.

Refund check will be processed 10 to 14 business days from the business date the refund was processed.